

## TIPS for VOLUNTEERS

### STEP 1

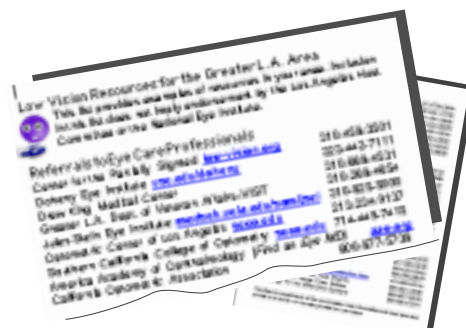
Take a tour of the exhibit.

### STEP 2

Read the information in the INFO CENTER:

National Eye Institute booklets:  
*What You Should Know About Low Vision* and  
*¡Ojo con su visión!*

Local Flyer: A list of local resources



Local Flyer sample

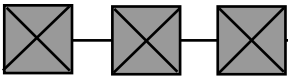
### STEP 3

Review frequently asked questions:

- Q. **Do I have low vision?**  
A. Refer visitors to their eye care professional.  
Do **NOT** attempt to diagnose eye conditions.
- Q. **I'm having trouble seeing. What should I do?**  
A. Refer visitors to their eye care professional.  
Do **NOT** offer treatment recommendations.
- Q. **Whom do I see about my vision problem?**  
A. Tell visitors to see their eye care professional. Refer them to the Local Flyer, which lists state and local low vision services.  
Do **NOT** make referrals to specific eye care professionals.
- Q. **What resources are available in my area?**  
A. Refer visitors to the Local Flyer, which lists state and local low vision services.
- Q. **Where can I purchase devices that will help me with daily activities?**  
A. Tell visitors to consult with their eye care professional or specialist in low vision to learn about which devices would be best for them.
- Q. **Does Medicare or Medicaid cover low vision examinations and vision rehabilitation?**  
A. Tell visitors that Medicare and Medicaid laws vary from state to state and that they should contact their local rehabilitation agency.



National Eye Institute booklets



## STEP 4

Refer visitors to the the INFO CENTER for

- A list of local resources in the Local Flyer.
- National Eye Institute booklets:  
*What You Should Know About Low Vision* and *¡Ojo con su visión!*

## STEP 5

Refer visitors to the NEI booklets for

- A list of questions to ask an eye care professional and specialist in low vision.
- Information on national resources.
- Information on contacting the NEI Information Office by mail, phone, e-mail, or on the NEI Website. All numbers are listed in the front of the booklet.

## STEP 6

Encourage exhibit visitors to complete a comment card.

